



The Indiana Family and Social Services Administration

Division of Disability and Rehabilitative Services
Quarterly Provider Meeting February 2015





Agenda:

- Update on HCBS Transition Plan
- DDERS Goals for 2015



Update on HCBS Transition Plan

- The HCBS transition plan was submitted to CMS in late December and is currently under review.
 - Questions have been given to DDRS from CMS but they have been specific to the waivers and not to the transition plan itself.
 - All States transitions plans are being reviewed by not only CMS but by other “federal partners” such as the Department of Justice to ensure compliance with the federal rules.



Update on HCBS Transition Plan

- Work continues on the plan pending approval:
 - Public Consulting Group (PCG) has been retained for project management
 - IIDC has completed the pilot of the residential survey. The purpose of the pilot was to review the specific questions for validity and reliability. Respondents had eleven questions about ten specific items on the survey. Each of those were discussed and changes are being made to better reflect the question(s) that DDRS is attempting to gather information on.
 - Providers who participated in the pilot were Hopewell Center, Noble, and Putnam County Comprehensive Services



Update on HCBS Transition Plan

The Anticipated time frame for the residential survey is as follows:

- February 2015 to April 2015: system development, testing review and final approval
- May 2015: Train the entity that will be administering the survey
- June 1, 2015 – December 1 2015: Administer the survey to all FSW and CIHW participants.

This timeframe is subject to change based upon CMS approval of the transition plan



Resources

Transition Plans for FSW and CIHW:

<http://www.in.gov/fssa/ddrs/4205.htm>

FSSA Statewide Transition Plan:

http://www.in.gov/fssa/files/Indiana_Statewide_Transition_Plan_Final_October_30_2014.pdf

Medicaid HCBS Page:

<http://www.medicaid.gov/medicaid-chip-program-information/by-topics/long-term-services-and-supports/home-and-community-based-services/home-and-community-based-services.html>

Regulatory Requirements for Home and Community-Based Settings:

<http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Long-Term-Services-and-Supports/Home-and-Community-Based-Services/Downloads/Requirements-for-Home-and-Community-Settings.pdf>



DDRS Goals for 2015





DDRS 2015 Goals

Our Mission:

To develop, finance and **compassionately** administer programs to provide healthcare and other social services to Hoosiers in need in order to enable them to achieve **healthy, self-sufficient** and **productive** lives.



DDRS 2015 Goals

Provide superior customer service to all individuals receiving services, their families and guardians, DDRS providers, stakeholders, and other state agencies.

- All DDRS staff will have at least one professional development opportunity throughout 2015 that allows them to interact with participants and providers to better understand how the programs they administer affect those receiving services.
- DDRS Administrative staff will ensure that through 2015 they are more visible in local offices to bridge potential gaps that may exist. Administrative staff will work together to develop opportunities to support the local office staff more efficiently and ensure that they understand the mission of FSSA and DDRS.



DDRS 2015 Goals

Increase the number of individuals served through any DDRS program to ensure that all Hoosiers have access to the needed services and supports.

- All DDRS staff will have a performance appraisal goal that relates to the increased number of individuals receiving services through a DDRS program.



DDRS 2015 Goals

Operationalize policies, procedures, and practices so that all stakeholders understand how to navigate all systems operated by DDRS.

- Each DDRS staff will be provided at least one professional development opportunity to be exposed to another DDRS programs rules, regulation and policy implementation to see how service delivery is done throughout the lifespan.



DDRS 2015 Goals

Build systems that are sustainable, offer the supports that individuals and their families need and desire, and build innovative structures that better meet the needs of all Hoosiers.



BCDS Goals 2015

**Bureau of Child Development
Services
(BCDS)
First Steps**

Cathy Robinson



BCDS Goals 2015

Complete a SPOE contract rate study and rate methodology formula to determine accurate, appropriate funding levels for each of the regional SPOE contracts.

- A transparent, documented method for establishing SPOE contract values for current and future funding level determinations
- Possible RFP for new SPOE contracts in late 2015



BCDS Goals 2015

Initiate and work toward completion of direct service provider rate study to support the true service level needs of the children and families supported through First Steps.

- Involves analysis of HIP 2.0 rate structure, evaluation of states' Part C existing rates, and other similar home visiting services.
- Should tie directly to infrastructure analysis completed for State Systemic Improvement Plan (SSIP) - areas where program needs more provider-level support and responsibility



BCDS Goals 2015

SSIP Development Phase 2 –Support the new federal results driven accountability system and focus on improved results and outcomes for children with disabilities, First Steps will successfully complete and implement the next Phase of the SSIP.

- Initiate planning phase based on Phase 1 (Program Analysis) which addresses how First Steps will build infrastructure, implement evidence-based practices, and develop a plan to appropriately evaluate the effectiveness of identified strategies and targeted activities for improvement.



BDDS 2015 Goals

Bureau of Developmental Disability Services (BDDS)

Julie Reynolds



BDDS 2015 Goals

Develop strategies to support the delivery of quality services to consumers within the their communities, while building a sustainable system

- Explore the expansion of a robust and desirable system of supports for individuals through enhancements of structured family caregiving model
- Explore effective models of care that meet the individual needs of consumers while building upon their strengths
- Continued collaboration with stakeholder groups in the exploration and development of policies and system design
- Consultation with national experts in the field of disability services to identify innovate practices



BDDS 2015 Goals

Identify through stakeholder groups and surveys, gather feedback of consumers regarding their experiences.

- Completion of individual consumer surveys regarding their waiver experiences in relation to the HCBS regulations
- Strengthen the collaboration with self-advocates and other advocacy groups
- Increase communication with consumers and family members



BDDS 2015 Goals

Build an assessment process that recognizes the strengths of individuals while identifying potential needed supports

- Identify assessment tools that support the State in determining individuals level of need as well as facilitating the beginning of the person centered planning process and resource allocation
- Utilization of tools that are statistically valid and reliable



BDDS 2015 Goals

Develop and implement policies which strengthen the person centered planning process.

- Identification and use of assessment tools to identify the unique needs of individual consumers
- Develop processes that allow for the early and ongoing identification of natural supports
- Identify and implement strategies that meet HCBS regulation around Person Centered Planning.
- Strengthen the case management process to support a person centered planning process that is dynamic and fluid, to meet the changing needs of consumers.



BDDS 2015 Goals

Collaborate more efficiently with BRS to implement strategies and create opportunities that allow Indiana to provide increase strength as an employment first State.



BRS Goals 2015

Bureau of Rehabilitative Services (BRS)

Kylee Hope



BRS Goals 2015

Increase the number of individuals served through BRS programs.

- Design a system of supports to focus on transition aged students that include viable service options for those 14 to 22. Ensure that there are payment structures to support this population, and education for schools, CRPs and VR staff in order to appropriately support this population.
- Develop methods to monitor the average per client spend for those individuals with the most significant disabilities to ensure that the hybrid model fully supports this population.
- Have a strategic focus on education and outreach to ensure that all individuals are informed of the service options that exists within BRS.
- Partner with organizations to ensure that pre-employment transition services are robust and provide the needed opportunities for those without work experience to benefit from the BRS service options.



BRS Goals 2015

Support professional development of BRS staff and CRPs to ensure that program changes are fully implemented and effective.

Create a system of informed choice in accordance with RSA's regulations and expectations.

- Create an application process for both CRPs and Vendors to ensure that all enrolled providers are adequately able to serve BRS consumers.
- Identify the appropriate outcome measures of CRPs and Vendors to allow clients informed choice.



BRS Goals 2015

Create and implement policies and procedures that focus on quality outcomes and compliance with new federal rules

- Complete the rule promulgation process
- Enhance BRS' supported employment services
- Create with DWD the joint state plan under WIOA and find new ways to streamline employment services in Indiana



BQIS 2015 Goals

Bureau of Quality Improvement Services (BQIS)

Anne Davis



BQIS 2015 Goals

Focus on data-driven decision making processes to better enhance service delivery.

- Improve the Quarterly Quality Data Reviews ensuring that they are ongoing and meaningful data review and are proactive vs. reactive analysis.
- Collaborate with VR to develop and administer a provider evaluation that allows individuals to have more informed choice.
- Collaborate with stakeholders to develop a BMAN Review Process and Tool as well as a Re-approval process that mirrors those currently completed for RHS providers.



BQIS 2015 Goals

Aligning the Provider Approval Process to CERT and to the Provider Re-approval Process

- Minimizes the number of “processes” that providers are asked to complete

Capture processes and operationalizing what BQIS does to ensure a transparent and effective process.

- Revisit policies and forward facing documents to ensure they are accurate for current practices.



BQIS 2015 Goals

Assess the current Provider Re-approval process and make changes to ensure that quality outcomes are derived.

- Build in technical assistance for providers receiving shortest re-approval window (scaffolding supports; developing competence)
- Revisiting the data used for re-approval to ensure that this provides accurate and meaningful information.